

Warranty Booklet for all products

SHOWERS AND SHOWER BASES

20 Twenty (20) year limited warranty on the structure and the surface

Oceania Baths guarantees all acrylic showers and shower bases (Lucite Cast Acrylics) against any failure from improper manufacturing defects for a period of twenty (20) years, from the date of purchase.

1 One (1) full year warranty on all parts and labor as a result of factory defect.

Oceania Baths will repair any part, shower or shower base with a manufacturing defect for a period of one year from the date of purchase.

Shipping charges applicable on spare parts after one year from the date of invoice.

Water Retention: Required water flow test before finalizing installation of the product. Oceania reserves the right to refuse any claim due to water retention if the defect is not declared before the final installation.

BATHS ONLY

20 Twenty (20) year limited warranty on the structure and the surface

Oceania Baths guarantees all acrylic baths (Lucite Cast Acrylics) against any failure from improper manufacturing defects for a period of twenty (20) years, from the date of purchase.

1 One (1) year warranty on parts and labor resulting from a manufacturing defect.

Oceania Baths will repair any part or bath with a manufacturing defects for a period of one (1) year from date of purchase.

Shipping charges applicable on spare parts after one year from the date of invoice.

Water Retention: Required water flow test before finalizing installation of the product. Oceania reserves the right to refuse any claim due to water retention if the defect is not declared before the final installation.

THERAPEUTIC BATH AND HYDROMASSAGE

20 Twenty (20) year limited warranty on the structure and the surface

Oceania Baths guarantees all acrylic baths (Lucite Cast Acrylics) against any failure from improper manufacturing defects for a period of twenty (20) years, from the date of purchase. (Proof of purchase required)

20 Twenty (20) year limited warranty on the therapeutic air systems.

Oceania Baths guarantees the therapeutic air systems from the date of purchase as follows:

- **0 to 1 year** : Parts and labor*.
- **1 to 5 years** : the plumbing and the jets, parts only
- **1 to 10 years** : Blower, parts only
- **10 to 20 years** : Blower, parts only with a decreasing value based on the retail price

5 Five (5) year limited warranty on the electronic controls.

Oceania Baths guarantees the electronic controls from the date of purchase as follows:

- **0 to 1 year** : Parts and labor*.
- **1 to 5 years** : Electronic controls, parts only.

Shipping charges applicable on spare parts after one year from the date of invoice.

1 One (1) full year warranty on the Hydromassage air systems.

Oceania Baths guarantees the Hydromassage systems from the date of purchase as follows :

- **0 to 1 year** : Parts and labor*.

*Oceania Baths will decide either to repair the defective part as a result of manufacturing defect one (1) year from the date of purchase.

- **1 to 5 years** : Electronic controls, parts only.

Shipping charges applicable on spare parts after one year from the date of invoice.

CONFORT AIR BATHS

5 Five (5) year limited warranty on the structure and the surface

Oceania Baths guarantees all acrylic baths (Lucite Cast Acrylics) against any failure from improper manufacturing defects for a period of five (5) years, from the date of purchase.

5 Five (5) year limited warranty on the therapeutic air systems.

Oceania Baths guarantees the therapeutic air systems from the date of purchase as follows:

- **0 to 1 year** : Parts and labor*.
- **1 to 5 years** : the plumbing, jets and blower, parts only

5 Five (5) year limited warranty on the electronic controls.

Oceania Baths guarantees the electronic controls from the date of purchase as follows:

- **0 to 1 year** : Parts and labor*.
- **1 to 5 years** : Electronic controls, parts only.

Shipping charges applicable on spare parts after one year from the date of invoice.

FREESTANDING BATHS, INFLUENCE SERIES ONLY

10 Ten (10) year limited warranty on the structure and the surface

Oceania Baths guarantees all acrylic baths against any failure from improper manufacturing defects for a period of ten (10) years, from the date of purchase.

1 One (1) year warranty on parts and labor resulting from a manufacturing defect.

Oceania Baths will repair any part or bath with a manufacturing defects for a period of one (1) year from date of purchase

WALK-IN BATHS

5 Five (5) year limited warranty on the structure and the surface

Océania Baths guarantees all acrylic baths against any failure from improper workmanship for a period of five (5) years, from the date of purchase.

3 Three (3) year full warranty on the therapeutic air system.

Océania Baths guarantees the blower, the plumbing and the jets for a period of three (3) years, from date of purchase.

1 One (1) year full warranty on the electronic controls and labor.

Océania Baths guarantees, depending of the case, the electronic controls and labor for a period of one (1) year from the date of purchase.

Life Lifetime warranty on door seal (rubber seal surrounding the bathtub door).

Océania Baths will replace, depending of the case, any damaged door seal for the complete useful life of the product.

WARRANTY FOR GLASS DOORS

Limited Warranty

Oceania offers the following limited warranty on its glass doors. This warranty extends only to the original owner/end-user for personal household use and is effective as of the date of purchase. The warranty is not transferable to subsequent owners. The product must be installed by a professional. Additional limitations may apply for commercial use.

10 Year Limited Warranty on Oceania Glass Doors

Oceania guarantees all aspects of its glass doors to be free of defects in material and workmanship for normal residential use for a period of 10 years and for the original consumer-purchaser of his or her home. If a defect is found during normal residential use, Oceania may, at its sole discretion, elect to repair or provide a replacement part or product.

Damage to a product caused by accident, misuse, or abuse is not covered under this warranty. Improper care and cleaning shall have the effect of rendering this warranty void. Damages caused by hard water and stains caused by hard water are not covered under this warranty.

Special finishes: black and brushed nickel

5 year warranty on special black and brushed nickel finishes, under normal use. Scratches and abrasion by friction or rubbing are excluded from the warranty. The peeling of the finish will be covered by the warranty. These finishes are very fragile! Scratches caused during installation will not be covered by this warranty, so be very careful when installing.

Oceania is not responsible for labour, installation or other incidental or consequential expenses related to the installation of a product, its repair or its replacement as well as all damage or incident, expense, direct or indirect loss.

Under no circumstances shall the liability of Oceania exceed the purchase price paid for the product by the owner/end-user, contractor or builder.

1 year warranty for glass shattering.

Commercial Limitations

In addition to the previously mentioned conditions and limitations, the warranty period for products installed for commercial applications, or used in commercial ventures, shall cover a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer. If the product is sold by Oceania as a display item, a one (1) year warranty applies.

Warranty Service

If you wish to make a claim under this warranty, you may contact Oceania through your dealer or directly at 1-877-332-4224 or again by writing to: support@oceaniabaths.com. Be sure to provide all pertinent information related to your claim, including a complete description of the problem you are experiencing, the product name, model number, finish, and finally the date and location where the product was purchased. Also, include the product's serial number or original receipt. For more information or to obtain the name and address of the service and repair centre nearest you, contact us.

Except as set forth herein, Oceania provides no other warranties, either express or implied, including implied warranties of fitness and merchantability for a particular purpose or compliance with any code.

This is the exclusive written warranty of Oceania Baths Inc.

WARRANTY RANGE

This warranty concerns exclusively the original buyer-user of the bathtub when the bath was purchased in Canada or in the United States of America. For a product delivered by Oceania in Canada, the warranty applies on the terms and conditions of Canada and in the specific region where Oceania has delivered the product. The same applies if a product has been delivered by Oceania in the United States, the warranty applies under the terms and conditions of the United States, and in the specific condition where Oceania has delivered the product. The product is covered by this warranty for the designated time as long as it is installed in its original location and owned by its original owner. The therapeutic air and Hydromassage systems, as well as the electronic controls are covered under a decreasing type of warranty, from the date of purchase. The replacement parts, if needed, are shipped to the retailer and the shipping costs are at the charge of the customer.

WARRANTY LIMITATIONS

- Original owner of the bathtub.
- For residential use only.
- One year warranty only for all commercial or industrial use.
- Canada-USA (120 Volts)
- Installation made by a qualified technician.
- Warranty void if the product has not been installed correctly, or not according to the building codes or state regulations.
- Warranty void if some modifications have been made to the product or bathtub.
- If the product can't be repaired according to Oceania's norms, then Oceania's responsibility for claims will be limited to the product value as stated on the invoice, at the date of purchasing.
- Warranty applies only on parts supplied by Oceania Baths.
- Oceania Baths cannot be held responsible for any costs or any loss of enjoyment except the defective component cost itself.
- An adequate access to the system components must be supplied; additional costs to build an access are not covered by the warranty.
- Oceania Baths has the choice to inspect installation or trouble before any repair and to check if the installation is congruent. In case Oceania cannot have access to the installation or if the method approved by Oceania is rejected by the owner, then this will invalidate any liability of Oceania and the warranty.
- Bathtubs must have been sold by an Oceania Baths authorized retailer/salesman.
- A written consent must be signed by the customer during a service call. Thus, the latter undertakes to pay the repairer if the problem is of a nature other than a manufacturing defect.
- The technical data sheets that prevail are those on the website.

INTERVENTIONS THAT WILL VOID THE WARRANTY

This warranty will be voided if your bathtub has been incorrectly installed or not in compliance with the local building codes and ordinances, has no access panel to make repairs, has been modified, has been damaged by abusive use, negligence, poor maintenance (refer to the Maintenance section in your Installation manual), thermal shocks (flame, cigarette, boiling water, etc), damages caused during delivery (shocks, transport, handling, etc), misuse, chemical or natural corrosion (stains caused by ferrous or hard water), or improper electrical installation, any addition of a water purification or stabilization unit, or heating system not approved and which could contribute to the failure of one or another component, of this unit or to its possibility of unsafe use.

This warranty does not cover metal plating on jet heads or handles if these elements have been damaged by the use of chemical or abrasive cleaners, nor deteriorated parts due to mineral or any other material deposits. Please refer to the Maintenance section of your Installation manual to avoid these problems.

RENUNCIATIONS

Oceania Baths cannot be held responsible of any loss of enjoyment (use) of the bath nor of any costs, expenses or damages and interests, which may be direct or indirect, and may include, but not be limited to, any materials misplaced or uninstalled or any other custom made installation. Any implicit warranty must not exceed the limited time warranty stated in the present guide.

In no case, Oceania Baths nor any of its sales representatives (retailer/salesman) can be held responsible of any injuries to any person nor damages caused to any properties, without consideration on how it might happen. Considering that the exclusion and/or limitation of direct or indirect damages and interests are not authorized in certain provinces or American states, the following restrictions may not apply.

LEGAL RESORTS

The present warranty provides you of certain legal rights; you may also dispose of other rights, which may vary from one province to another and from one state to another.

CUSTOMER SERVICE

For any service request, contact your Oceania Baths authorized service representative (retailer/salesman). If you do not know who your local service representative is, contact Oceania Baths Customer Service by email: support@oceaniabaths.com or at the following toll-free number:

1-877-332-4224